

Virgin Islands Public Broadcasting System - WTJX

Technology Systems Officer

Location: St. Thomas, VI
Unclassified/Exempt

The Virgin Islands Public Broadcasting System is in search of a candidate to fill our Technology Systems Officer position. The successful candidate will be responsible for providing software and network support, technical assistance, training, and troubleshooting in a network computer environment and to assist in the management of a complex multi-site network infrastructure. The successful candidate must have a high level of communication skills and IT framework as well as knowledge and experience specific to broadcast operations and support of complex video/audio/data processing, transmission, networking, and IT based broadcast systems.

Duties and Responsibilities:

- Sets up or assists with the setting up, installation, and deployment of broadcast servers - hardware & software - as directed;
- Formulates as well as assists in the formulation of Standard Operating Procedures (SOPs) & notifications to staff;
- Troubleshoots, repairs, maintains, installs, and performs testing activities on various computer equipment, peripherals, data communication, and computer network systems;
- In depth knowledge of IT networking technologies including firewalls, routers, switches, MPLS/T1 circuits, VPN tunnels, VLANs, etc.;
- Performs hardware/software upgrades on existing computer equipment as needed and assists in the planning for future needs;
- Investigates error messages and determines resolution. Reinstalls programs or replaces files that are causing errors;
- Contacts software vendors to obtain specifications, pricing, and other purchase related information needed to guide departments in their selection of IT related purchases;
- Trains users in startup, basic, and advanced use of software programs including Microsoft Office Suite;
- Uses electronic test equipment to troubleshoot equipment malfunctions;
- Develops and maintains software and hardware inventory and tracking systems;
- Configures and sets up servers to work with various programs;
- Performs preventive maintenance for computers, data communication, and/or peripheral equipment; tests and adjusts to appropriate standards;
- Maintains computer network documentation and updates computer maintenance manuals;
- Assists in the generation and organization of required engineering technical documentation to support and operate broadcast and non-broadcast content;
- Assists in the development and implementation of preventive maintenance and diagnostic solutions, techniques and procedures;
- Meets with and advises management of changes and trends in computer technology as it relates to software, hardware, viruses, and networking;
- Ensures server backups and network user backups are performed on a regular basis;
- Ensures IT Systems are in compliance with Disaster Plan;
- Updates and uploads information, forms, and documents to the System's website;
- Maintains sensitive information in a strict confidential manner;
- Provides software support and technical assistance to users, responds to user requests for service in a timely manner, and determines nature and extent of support needed;
- Installs, configures, maintains, and troubleshoots a wide range of software used;
- All other duties as assigned.

Qualifications:

Knowledge and Skills: Must have a fundamental level of knowledge related to broadcast content reception, creation and transmission systems, hardware, software and related industry standards. Requires technical knowledge of the techniques and procedures of software, hardware, and network support for multiple users. Must understand installation, configuration and troubleshooting processes for software, hardware, networking, and accessory equipment. Requires analytical skills to assess problems or unusual situations and to develop solutions. Knowledge of how to assemble and disassemble computer components, including cabling.

Abilities: Requires the ability to independently perform all the duties of the position efficiently and effectively. Must be able to install, configure, troubleshoot, and maintain all the software applications and peripheral equipment. Must have strong communication and training skills and be able to communicate technical information to non-technical users. Must maintain pace and knowledge of the industry.

Education and Experience:

- Position requires a BA/BS degree in computer science, Information Technology, a related discipline or a degree from a technical school;
- 5-7 years of field experience utilizing the skill set in the day-to-day support of a live production facility creating content for broadcast, digital, and emerging distributors. In addition, working with local and wide area networks (working with servers, switches, routers, and operating systems), IT Media/Broadcasting experience is preferred;
- In lieu of a degree, 10 years of field experience working with local and wide area networks (working with servers, switches, routers, and operating systems); or the combination of education and experience that enables performance of all aspects of the position.

Other Requirements:

- Ability to work flexible hours including weekends and evenings;
- Ability to be on-call (as needed) to address emergencies for the System;
- Ability to lift 30 pounds; and
- Ability to drive and must have a valid USVI Driver's License.
- Ability to pass security background check

Interested applicants should submit a cover letter, resume and three (3) current professional letters of recommendation to:

Wendy Bailey
Director of Human Resources
Virgin Islands Public Broadcasting System
wbailey@wtjx.org

This position will remain open until filled.

Virgin Islands Public Broadcasting System is an Equal Opportunity Employer